

ROLLER MANAGEMENT PLATFORM: USER MANUAL

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Welcome

Dear customer,

Congratulations on your purchase! Thank you for using our countroll® roller management platform. The basic functionalities of the platform as well as more advanced functionalities are explained in this guide:

- Overview of all your rollers and sleeves
- Searching, filtering, sorting and exporting your overview
- Access to all individual roller and roller cover data:
 - Timeline
 - QR labels
 - Inspection reports
 - Technical data sheets
 - Technical plan
 - Sensor data
- Use your own roller identification schema
- Edit the core properties and add a roller description
- Create a timeline by adding events
- Upload pictures and other documents to events (drag & drop)
- Track the location of your rollers
- Manage the countroll® access of users within your company and add new users

You can email us at **info@countroll.com** if you still have questions after reading this guide.

Login page

Browse to <https://app.countroll.com> to access the login page.

Overview



1. Request new password via email
2. Make entered password visible
3. Registration procedure for new users
4. Link to the FAQ section on the countroll® website
5. Select language
6. Open live chat with the countroll® help desk.

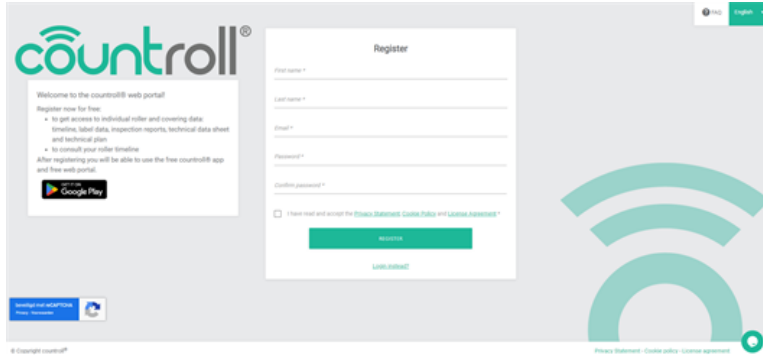
Registration procedure for new users



If a colleague already has a countroll® account, follow the **Inviting new users** procedure.

With regard to manufacturers, invite the customer as described in the **Customer center** section.

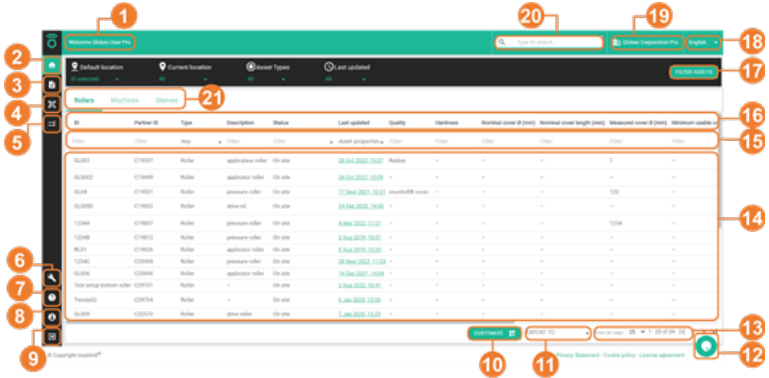
If these conditions are not fulfilled, follow this procedure:



1. Browse to the countroll® web portal <https://app.countroll.com>.
2. Click **Sign up**.
3. Fill in the following information: name, email, and password (2x).
4. Click the check mark of **Privacy Statement, Cookie Policy and License Agreement**.
5. Click the **Register** button. It may take a little while to process the submitted form. You will receive an activation email.
6. Open the activation email and click on the activation link.
7. Log into the web portal with your email and password.

Home page

Overview



1. Welcoming message
2. Home page
3. Details page
4. Scan QR code
5. Tasks and notifications (*)
6. Configuration center
7. FAQ page
8. Profile page
9. Log out
10. Customize layout home page
11. Export results in table
12. Live chat with countroll® help desk
13. Pagination
14. Search results
15. Filter columns
16. Sort columns
17. Filter search results
18. Select language
19. Select company

20. General search function

21. Select asset type

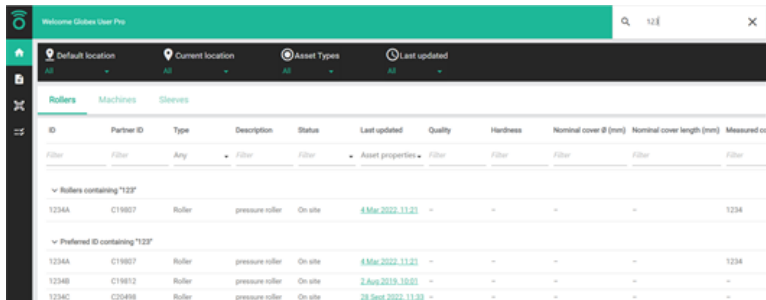
(*) The functionality **Tasks and notifications** is not available by default. Contact countroll® if you want to learn more about this functionality.

General search function

The general search function allows you to perform a dedicated search for text or values in order to find one or more rollers.

For example, you can search for a number or a description that occurs in one of the columns:

- “driver”: shows all rollers containing the description driver.
- “123”: shows all rollers for which the dimension corresponds to 123, but possibly also the description.



The screenshot shows the Countroll web application interface. At the top, there is a navigation bar with tabs for 'Default location', 'Current location', 'Asset Types', and 'Last updated'. Below this is a search bar with the text '123' and a search icon. The main content area displays a table of rollers with columns: ID, Partner ID, Type, Description, Status, Last updated, Quality, Hardness, Nominal cover Ø (mm), Nominal cover length (mm), and Measured co. The table is filtered to show rollers containing '123'. The results are as follows:

ID	Partner ID	Type	Description	Status	Last updated	Quality	Hardness	Nominal cover Ø (mm)	Nominal cover length (mm)	Measured co
- Rollers containing "123"										
1234A	C19857	Roller	pressure roller	On site	4 Mar 2022 11:21	-	-	-	-	1234
- Preferred ID containing "123"										
1234A	C19857	Roller	pressure roller	On site	4 Mar 2022 11:21	-	-	-	-	1234
1234B	C19852	Roller	pressure roller	On site	2 Apr 2019 10:02	-	-	-	-	-
1234C	C20488	Roller	pressure roller	On site	28 Sept 2022 11:33	-	-	-	-	-

Concepts that can be searched for are:

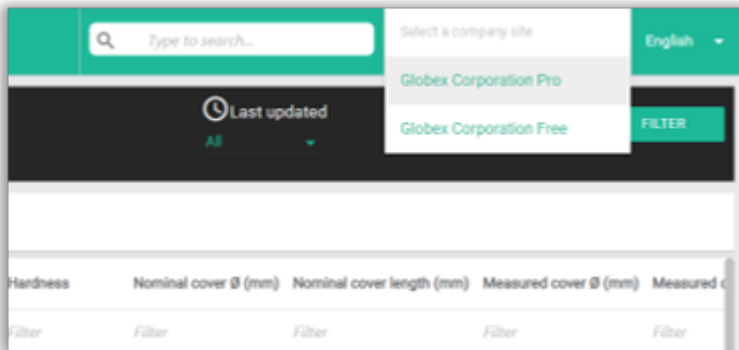
- diameter, length, hardness,
- roller description, covering type,
- countroll® ID, customer roller ID,
- customer and manufacturer sales order number, delivery number, invoice number.

The only **constraint** is that the search **query must consist of at least 3 characters**.

Selecting company

Larger companies are often split up into different entities. Within the countroll® system these are represented as separate companies/sites. This means that each site can manage its own rollers.

To change sites, click on the company name at the top right. You then choose the site you want to work with. You don't need to log out, the page updates automatically.



Selecting language

The language within the countroll® web portal is getting adapted dynamically. Select a language and all terms on the screen will automatically be shown in the selected language.

Currently, the following languages are supported:

- English,
- German,
- Dutch,
- French,
- Polish,
- Russian,
- Spanish.

This can be expanded in the future according to the need for other languages.

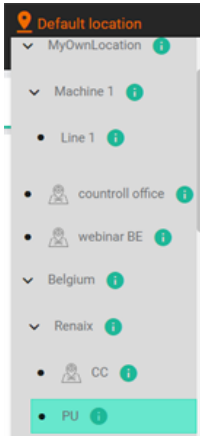
The screenshot shows the top navigation bar of the Globex Corporation Pro system. On the left is a search bar with the placeholder text "Type to search...". To its right is the system name "Globex Corporation Pro". On the far right is a "Change language" dropdown menu. The menu is open, showing a list of languages: English (highlighted), Deutsch, Nederlands, français, Polski, Русский, and Español. Below the menu is a table with four columns: "Nominal cover Ø (mm)", "Nominal cover length (mm)", "Measured cover Ø (mm)", and "Minim...". Each column has a "Filter" button below it. The table contains two rows of data, with dashes in the first row and the number "1" in the second row.

Filtering search results

In addition to the general search function, it is also possible to search rollers (or assets in general) based on several predefined parameters:

- **default location:** the machine position where the asset is intended to be operating (e.g. Line 1 in Machine 1)
- **current location:** the location where the asset is currently physically located (e.g. in stock, at the manufacturer, etc.)
- **asset type: Rollers** and **Sleeves** are the default asset types. However, the system is flexible to adapt all assets.
- **last updated:** the moment when the asset was last changed

1. Click on one of the filters and select one or more parameters. The filter title will turn **orange**, which means that the selection for that filter has changed but is not yet active.



2. Click the **Filter assets** button to apply the filters effectively to the overview.

Once the filter is applied, the filter title will turn **white** again and the search results will be filtered based on the selection made.

In the example below, the rollers are searched that have **PU** as default location.

Default location	Current location	Asset Types	Last updated
PU	All	All	All

Rollers						
ID	Partner ID	Type	Description	Status	Last updated	Quality
<i>Filter</i>	<i>Filter</i>	Any	<i>Filter</i>	<i>Filter</i>	Asset properties	<i>Filter</i>
GL04	C19501	Roller	pressure roller	On site	17 Sept 2021 10:21	countroll® cover

These filters are saved when logging out and reconnecting to the web portal.



If you want to filter on only one parameter, you need to first deselect any other filter(s) still active. Otherwise, the table filters on all selected parameters. Changing one parameter

does not override any other parameters.

Selecting asset type

The countroll® system has been developed to manage rollers, but in a company, you also have other types of assets. These assets can also be managed in the countroll® platform. Asset type is also one of the predefined filters.

For each customer, the asset types can be activated/deactivated. That's also the reason why separate tabs are available per asset type. This way of working makes its management clearer. Searching, filtering and sorting is done on each of the types separately. If you are looking for a sleeve with ID M14 but you are still on the rollers tab, no results will be found with the general search function. Just click in the sleeve tab to see the results you are looking for.

Each asset type has its own properties. Some asset types are:

- rollers,
- packaging,
- mandrels,
- compounds,
- sleeves,
- machines,
- valves,
- bearing houses,
- moulds,
- lifting slings,
- parts.

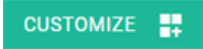

For example, a machine has the properties: brand, type, manufacturer, serial number, building year, power, voltage, ...





If you have other asset types that do not suit the predefined assets, contact countroll® for more information and configuration.

Customize

With the **Customize** button, you can reorder the order of the columns in the table and/or make certain columns visible or invisible.

1. Click .
2. A window appears, explaining how to customize the columns.
3. Click **OK**.
4. Reorder the columns by dragging the column headers.
5. Make columns visible or invisible by clicking on the eye icon .

A column that is invisible looks like this: .

A column that is visible looks like this: .

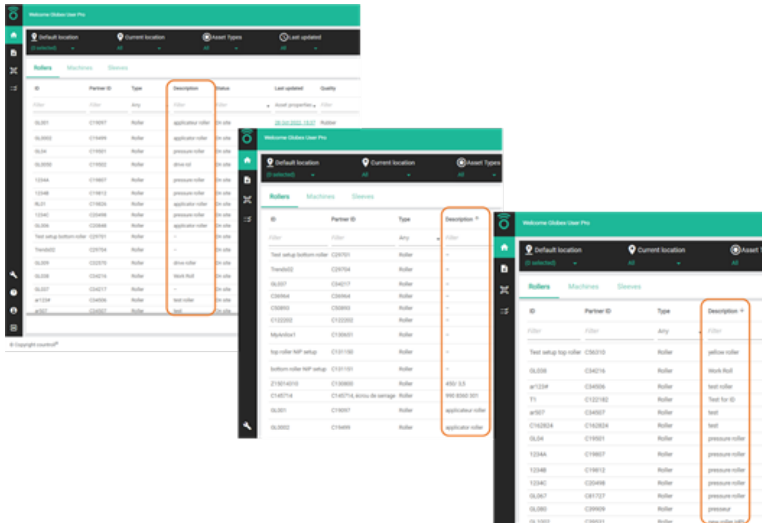
6. When you are done, click .

Sorting columns

The overview of rollers can be sorted **by clicking on the column title**.

In some cases, it can be useful to sort on ID, sometimes on Last updated. **The default sorting order is descending countroll® ID.**

1. Click on a column to sort the results in an ascending way.
Next to the column an **arrow up icon** is shown.
2. Click on the column again to sort the results in a descending way.
Next to the column an **arrow down icon** is shown.
3. Click a third time to return to the default sorting.



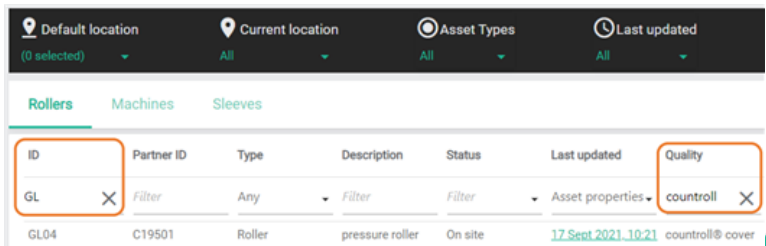
Filtering columns

The general search results or filters can be refined further by filtering each individual column. Each column has a filter field directly under the column title. This "field" can be an input field where you write text yourself, or a drop-down list. You can filter on multiple columns at the same time.

Column filters are not saved when logging out and reconnecting to the web portal.

A few use cases:

- All rollers that have an ID that starts with GL and that have a countroll® cover.



- All rollers that have an ID that starts with GL and that have a measured cover ≥ 120 mm.

ID	Partner ID	Type	Description	Status	Last updated	Quality	Hardness	Nominal cover Ø (mm)	Nominal cover length (mm)	Measured cover Ø (mm)
GL		Roller	Any	Filter	Asset properties	Filter	Filter	Filter	Filter	≥120
GL04	C19501	Roller	pressure roller	On site	17 Jan 2021, 10:21	countroll cover	-	-	-	120
GL100	C29431	Roller	drive roller	Received by manufacturer	13 Dec 2021, 09:29	Montrol	55 Shore A	500	1000	505

Exporting results

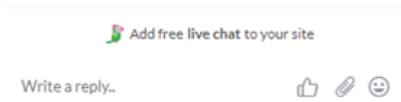
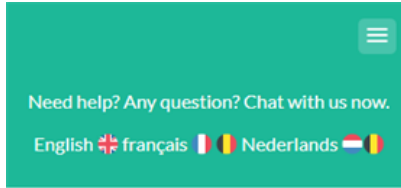
The search results can be exported to Excel or CSV. The applied filters are considered for this.



Pagination

Use these buttons to define how many search results you would like to see on 1 page. With the navigation buttons you can navigate forward or back through the results.

Live chat

The live chat functionality allows you to chat with someone at countroll® directly. You can also send files through the live chat. Support is available in English, French, and Dutch.



1. Click on the  icon to start your chat sessions.
2. Click on the  icon to close the chat when you are finished.

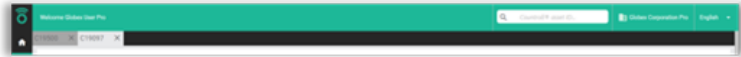
Search results

The search results are shown based on the search query and the filters. When **clicking on a roller**, the details of the roller are shown on the **details page**. An exception on this is the underlined date of Last updated. When **clicking the date**, the details page is opened **showing the timeline with the last registered event selected**.

Default location (0 selected)	Current location All	Asset Types All	Last updated All			
Rollers	Machines	Sleeves				
ID	Partner ID	Type	Description	Status	Last updated	Quality
<i>Filter</i>	<i>Filter</i>	Any	<i>Filter</i>	<i>Filter</i>	Asset properties	<i>Filter</i>
GL001	C19097	Roller	applicateur roller	On site	28 Oct 2022 15:37	Rubber
GL0002	C19499	Roller	applicator roller	On site	24 Oct 2022 15:09	-
GL04	C19501	Roller	pressure roller	On site	17 Sept 2021 10:21	countroll® cover
GL0050	C19502	Roller	drive rol	On site	24 Feb 2020 14:05	-
1234A	C19807	Roller	pressure roller	On site	4 Mar 2022 11:21	-
1234B	C19812	Roller	pressure roller	On site	2 Aug 2019 10:01	-
RL01	C19826	Roller	applicator roller	On site	5 Aug 2019 15:33	-
1234C	C20498	Roller	pressure roller	On site	28 Sept 2022 11:33	-

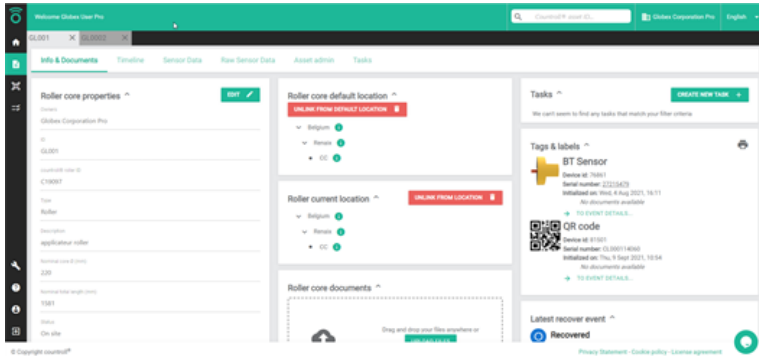
Details page

After finding a roller via the home page, you can consult the details by clicking on the roller. On the details page you can also search for a countroll® ID at the top. The opened rollers are displayed as tabs so you can easily navigate between different rollers.



On the details page of a roller, some tabs are visible at the top, of which the 2 most important ones for the roller management system are:

- Info & Documents
- Timeline



Info & Documents

The tab Info & Documents contains info about the core of the roller:

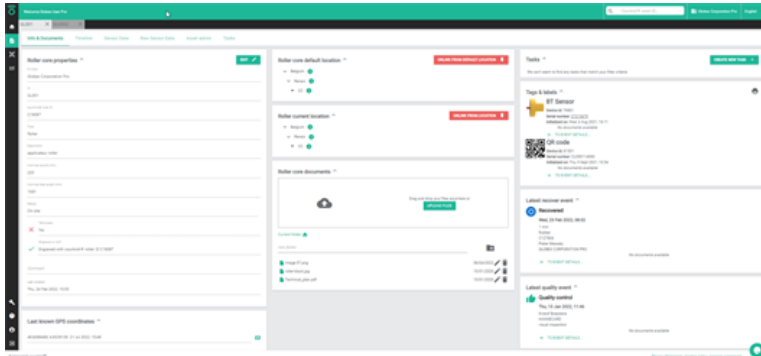
- measures and properties
- partner roller ID
- location
- documents
- tags & labels
- latest recovering or regrinding event
- ...

Roller core properties

Click the **Edit** button to adapt the roller properties. If a roller is not used anymore, it can be removed from the platform by clicking **Delete asset** when editing. You can also deactivate a roller by clicking on **Take permanently out of service**.



Be careful. There is no way to reactivate a roller once deactivated.




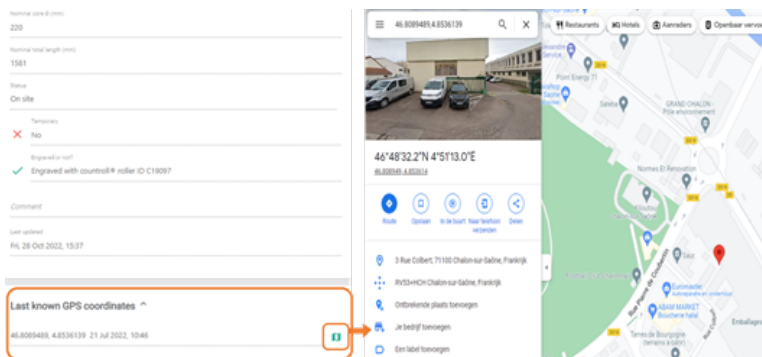
Location

The **location** of a roller is tracked in different ways:

- GPS coordinates of the smartphone
- default location
- current location

Each time the QR code of a roller is scanned by a smartphone, the GPS coordinates of the smartphone are stored automatically. These coordinates are shown at the bottom left in the Info & Documents tab.

Click the  icon to show the location in Google Maps.



The default and current location are shown in the center of the screen. Rollers need to be linked manually to a location by using the smartphone app (scanning the barcode/QR code) or via the web portal. The list of locations is maintained on the **Admin** page.

The difference between the default and current location is as follows:

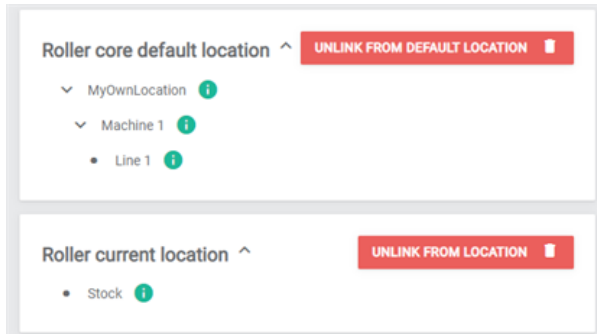
- **default location:** the machine position where the asset is intended to be operating (e.g. Line 1 in Machine 1).
- **current location:** the location where the asset is currently physically located (e.g. in stock, at the manufacturer, etc.).

To add a location via the web portal:

1. Click **Link to location +**.
2. Choose a location from the list.
3. Click **Link to location**.

To unlink a location:

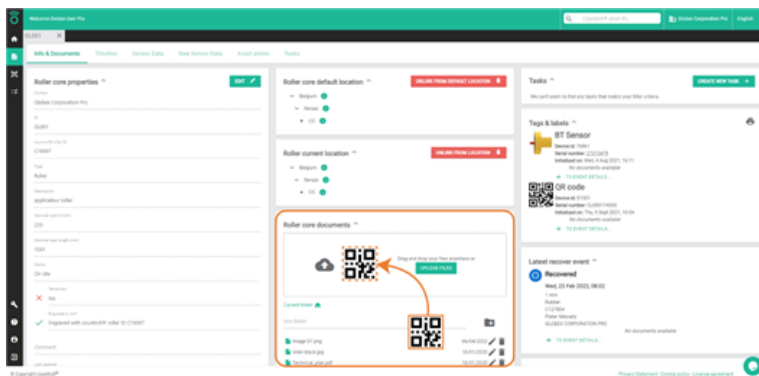
1. Click **Unlink from location**.
2. Click **Yes, unlink from location**.



Uploading documents

Uploading documents can be done both by the customer and the recoverer. An example of this is the technical plan.

Everyone can also upload documents via drag & drop, or API. A tree structure with folders can also be used for uploading. When you use folder, documents are uploaded to the folder that is currently open.



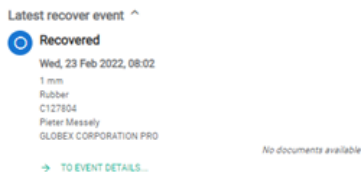
Tags & labels

Tags & labels shows which QR code, NFC tag and/or sensor are linked to the roller, and a link to the coupling event on the timeline.



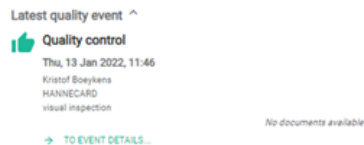
Latest recover event

The latest recover event contains information on the currently applied cover material, the matching documents (if present), and a link to the event on the timeline.



Latest quality event

The latest quality event contains some information on the last performed quality check of the cover, the matching documents (if present) and a link to the event on the timeline.



Tasks and notifications

Ask your countroll® contact person for more information about the **Tasks and notifications** functionality.

Timeline

Unlike **Info & Documents**, the **Timeline** keeps track of time related events during the lifetime of the roller.

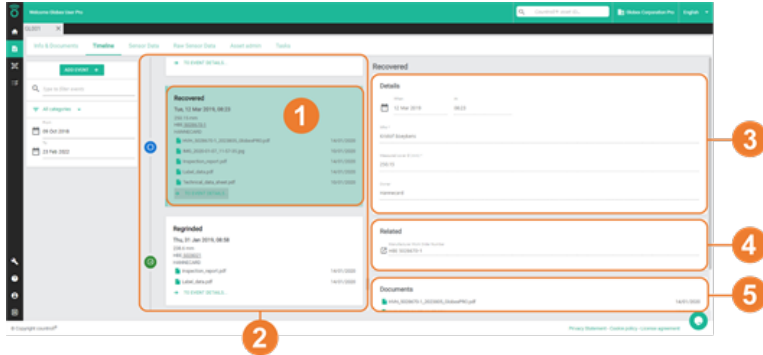
For example, a roller can be mounted or dismantled in a production line. A roller can be recovered one time and regrinded another time. During a quality check, a roller may initially be excellent, but be of lesser quality during a subsequent check.

There are several types of events:

- mounted,
- dismantled,
- linked,
- unlinked,
- recovered,
- regrinded,
- mechanically repaired,
- quality control,
- other.

The timeline (2) is made up of **events**(1) of these types. They are ordered so that the most recent are at the top. Each event also has several properties, related items and documents.

- The **properties** (3) describe the event (who did what when). These properties can be different for each event type.
- **Related items** (4) are often numbers or IDs of documents that refer to the event. Typical related items are purchase orders, delivery numbers, invoice numbers, ...
- In contrast to the documents at Info & Documents, the **documents** (5) of an event are always linked to the event. A recoverer will be able to automatically link certain documents from his ERP to his recovered event: inspection report, technical data sheet, label data, balancing report, ...



Adding events

If none of the existing events suit your needs, contact countroll® for more information and configuration of customized events.

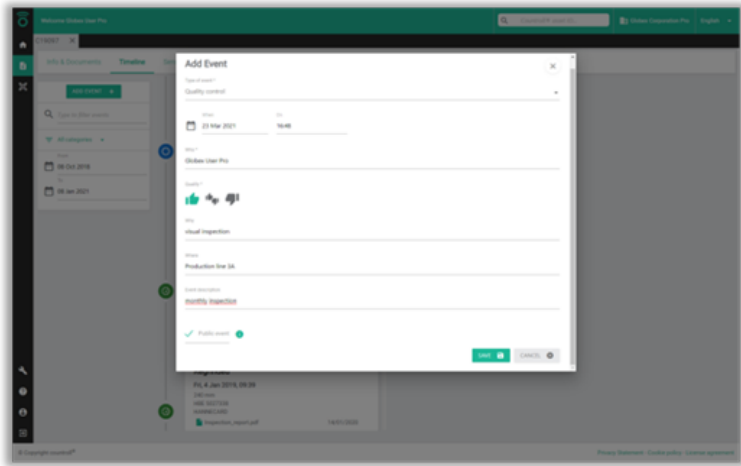
Events can be added via the smartphone app as well as via the web portal.

To add events via the web portal:

1. Click the **Add event +** button.
A pop-up windows appears.
2. Select the type of event.
3. Enter the properties.
4. At the bottom, choose whether to make your event public or not.
 - private: only the owner sees the event on the timeline
 - public: both the owner and the recoverer/manufacturer can see the event on the timeline
5. Click **Save**.

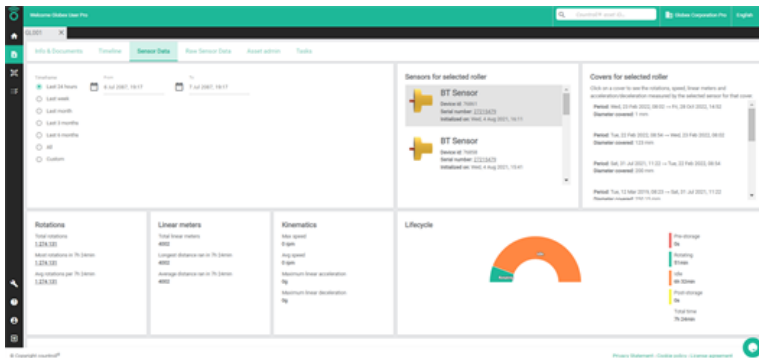


Every event will be owned by the creator. This means that only the creator and the owner of the asset can see the event. By default, no manufacturers will have access to each other's events.



Once an event has been created, documents can be uploaded to the event via drag & drop, or API.

Sensor Data



Sensor Data contains an overview of the data our countroll® sensor collects on your rotating equipment and industrial rollers. The sensor measures rotations, speed, acceleration, vibrations or temperature. The data is then transmitted to the countroll® cloud platform and is accessible via API for end-customers to dive deep in the data.

For more information on the countroll® sensor, browse to https://www.countroll.com/sensorkit?utm_source=rlrmng-manual or contact your countroll® contact person directly.

Raw Sensor Data

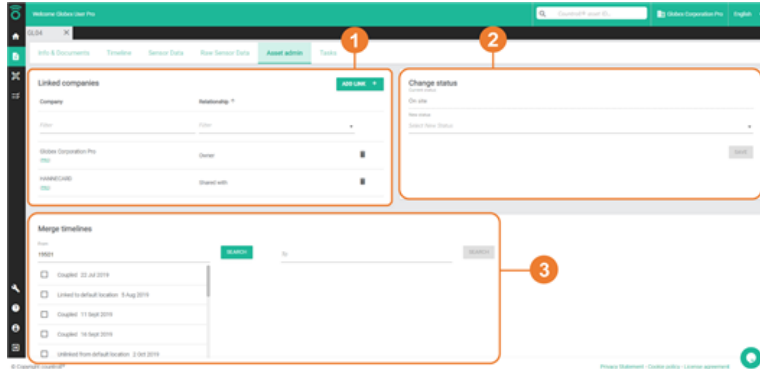
The screenshot displays the 'Raw Sensor Data' tab in the Countroll web interface. The interface includes a navigation menu on the left, a main content area with filters, and a data table at the bottom. The table has columns for Date, Rotations (R), Max speed (mm/min), Max rotational acceleration (Degrees/s²), Max rotational deceleration (Degrees/s²), Measured cover Ø (mm), Rotating Ø, Rotation (R), Rotation error (R), and Sensor temperature (°C). The table shows data for three different rollers.

Date	Rotations (R)	Max speed (mm/min)	Max rotational acceleration (Degrees/s²)	Max rotational deceleration (Degrees/s²)	Measured cover Ø (mm)	Rotating Ø	Rotation (R)	Rotation error (R)	Sensor temperature (°C)
Thu 11 Aug 2021 10:00	1,223,282	-	7,871.28	-	200.1	200	38,941	-	12
Thu 11 Aug 2021 08:30	1,223,228	-	-	-	200.1	200	38,790	-	12
Wed 4 Aug 2021 16:11	766	540.28	52.47	7.24	200	276	2,800	16	24.11
Wed 4 Aug 2021 14:00	-	-	-	-	200	-	2,800	-	22.74
Wed 4 Aug 2021 14:00	-	-	-	-	200	-	2,800	-	22.67
Wed 4 Aug 2021 14:00	-	-	-	-	200	-	2,800	-	22.02
Wed 4 Aug 2021 20:00	-	-	-	-	200	-	2,800	-	24.00

In the **Raw Sensor Data** tab, you can select and download the data collected by the sensor(s) for a certain time frame. After you have selected the data and time frame, click **Download CSV**.

Asset admin

Asset admin allows you to change certain administrative settings related to an asset.



Asset admin is divided into three parts:

1. Linked companies
2. Change status
3. Merge timelines



A good practice is when the end customer is the **OWNER** and every supplier has **SHARED_WITH** access. This hides data coming from different suppliers from each other. An asset can be owned by multiple parties, e.g. roller brokers that share ownership with the end-customer, or machine manufacturers that share ownership with the end-customer who has bought the machine.

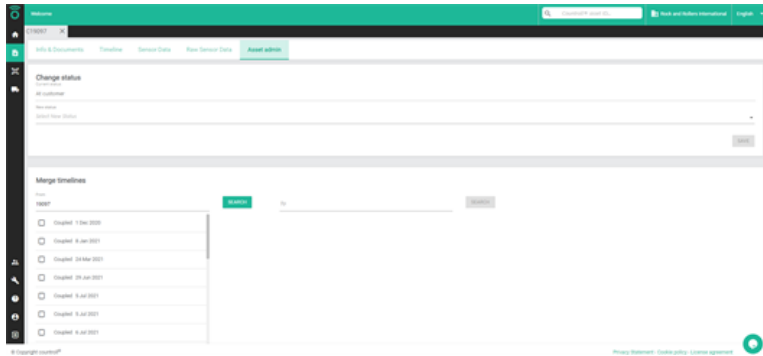
Linked companies

Linked companies contains all the companies or accounts that have access to the asset. This list contains the owner of the roller, but might also include the recoverer(s) and/or manufacturer of the roller.

There are two types of relationships a company can have:


- Owner
- Shared with

The "Owner" companies can add other companies to the asset, while "Shared with" companies are not allowed to link other companies to the asset. As a result, the Linked companies feature is not visible for "Shared with" companies as seen in the example screenshot below:



To link a new company to the asset:

1. Click the **ADD LINK +** button.
2. In the **Relationship** field, select the company relationship from the drop-down menu.
3. In the **With** field, select the company from the list.
4. Click the **ADD +** button.

To unlink a company, click on the  icon.

You can also filter the Linked companies list by typing the company name in the **Filter** field, or choosing the relationship type in the **Filter** drop-down menu.

Change status

Change status shows the current status of the asset, but also allows you to change the status to a new one.

This function is a collaboration between the owner of the asset and any linked companies. The below use case illustrates how such a collaboration might work.

Use case:

When the owner sends out an asset for repair to a linked company that is manufacturer, the owner might change the status to "In transport".

After the manufacturer has received your asset, he then changes the status to "Received by manufacturer", then to "In production at manufacturer", to "Finished at manufacturer", and finally to "In transport" again, so that the owner can always track the status of the asset.

When the owner has received the asset again, the status can be changed to "On site" by the owner.

Merge timelines

Two different assets might have been created that are actually about one physical asset. To avoid confusion or inconsistencies, in **Merge timelines**, the owner or "Shared with" company can merge the timelines of two assets to create only one timeline.

To merge two timelines:

1. In the **From** field, search for the asset that you want to merge into another.
2. In the **To** field, search for the asset that needs to receive the information from the asset in the **From** field.
3. Click **Merge** to merge the two timelines.

Tasks and notifications

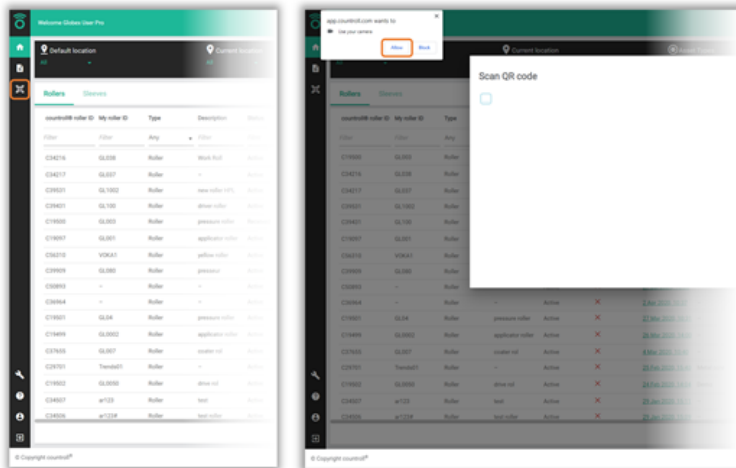
Tasks and notifications contains an overview of the tasks related to the asset. You can filter by assignee, occurrence and status.

Ask your countroll® contact person for more information about the **Tasks and notifications** functionality.

Scanning QR code

Scanning the QR code of a roller is a functionality that was initially implemented for the smartphone app. In some cases, however, it turned out to be useful to have this functionality also in the web portal. The performance is not on the same level as with the smartphone app. A lot depends on the quality of the camera.

Click on the **Scan QR code** icon and give the permission for the countroll® web portal to use your device's camera. Then hold the QR code as stable as possible in front of the camera and find the correct distance to focus. When the QR code is recognized, the roller details page opens.





Admin page

The Admin page contains the management of 4 items related to your organization:

- location management
- managing countroll® users and their permissions
- managing countroll® preferences
- company profile management


Locations

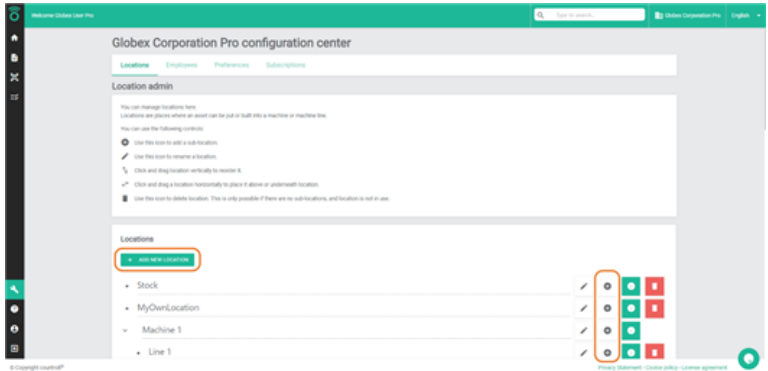
Locations are predefined places/positions to which a QR code or bar code can also be linked. Examples of such a place or position could be:

- buildings on a site
- spaces within a building
- positions in a machine line
- stock places for rollers or assets in general

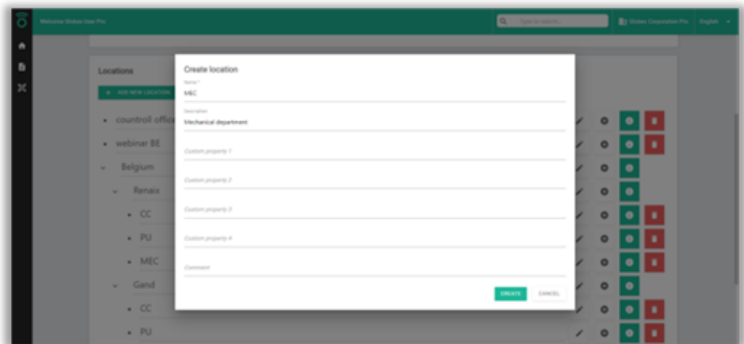
If these locations have existing bar codes/QR codes, these can be reused within countroll®. Or you can also assign new codes. Linking a bar code/QR code to a location must be done with the smartphone app or with the web portal on a tablet, because the camera is required for this. Creating new locations or managing them is done in the web portal.

Adding locations

1. Do one of the following:
 - a. To add a new location, click the **Add new location** button.
 - b. To add a new location below an existing one, click the  button next to the existing location.



2. Now enter the name of the location. Optionally, also enter a description and certain properties.
3. Click **Create** to create the new location.






Moving the location


You can also move the location or put it on a different (sub)level.

1. Click on a location and hold down the button.
2. Meanwhile move the location up or down and release the button at the correct position.

Changing the name of the location


1. Click the  icon.
2. Click on the  icon to save or on the  icon to cancel.

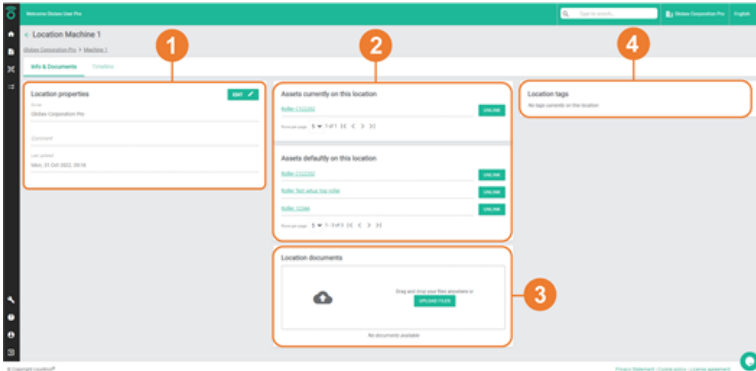
Location information

Click on the  icon to view and edit more detailed information of the location.

In the **Info & Documents** part of the location information, you can do the following:

1. View and adjust the properties of the location by clicking the **Edit** button.
2. View and unlink assets currently on the location and/or assets on the location by default.
3. View and upload files related to the location.
4. View location tags.

 Location QR codes can only be added via the mobile app.

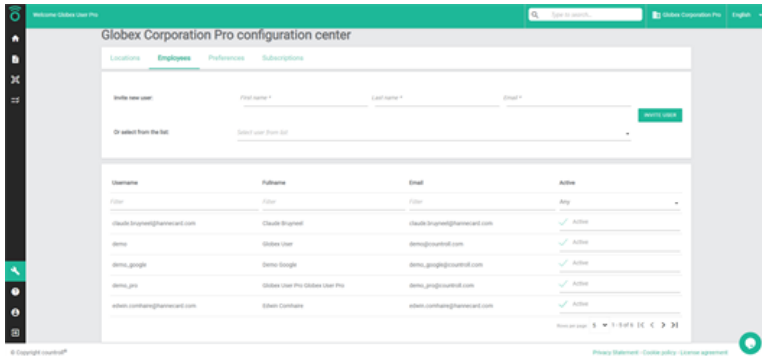


In the **Timeline** part of the location information, you can see any events that relate to the location in question.

Employees

The **Employees** page shows an overview of all users within your company who have already created a countroll® account. The fact whether the account is still active and what rights the users have are also shown. This page is intended to be able to consult data and to manage the accounts as an administrator of your company:

- activate/deactivate accounts
- invite new users directly in the web portal



Activating/deactivating accounts

An account is active when the status in the **Active** column is **Active** and deactivated when the status is **Disabled**.

1. Click Disabled to activate an account.
2. Click Active to deactivate an account.

Inviting new users

1. Enter the first name, last name and email of the new user.
2. Click the **Invite User** button.



There is no limit on inviting users to your organization on the countroll® web portal, but you can only invite users for the organization that you are logged in as.

If the person you invited has not accepted their invitation, you can send a reminder:

1. In the **Or select from the list** field, select a user from the **Select user from list** drop-down list.
Users who appear in the list, are all users who have been previously invited, but have not accepted the invitation.
2. Click the **Invite User** button.

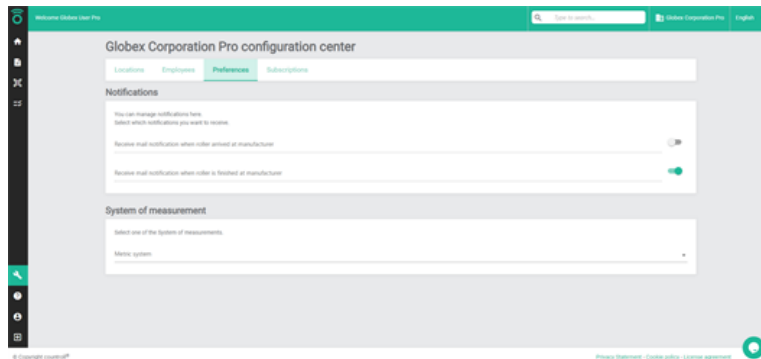
Preferences

On the **Preferences** page you can manage notifications and the system of measurement.

In the **Notifications** section you can enable or disable email notifications for when:


- the roller has arrived at the manufacturer,
- the roller has been finished at the manufacturer.

In the **System of measurement** section, you can decide to visualize all measurements in the web portal as either metric or imperial.



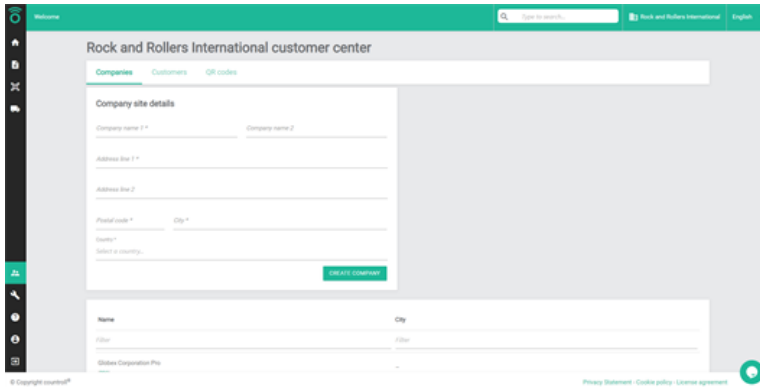
Customer center

The **Customer center** is only available for manufacturers.

Click on the  icon to access the **Customer center**.

On the **Companies** page, you can:

- View and filter a list of all companies that are your clients.
- Add new companies to the list.

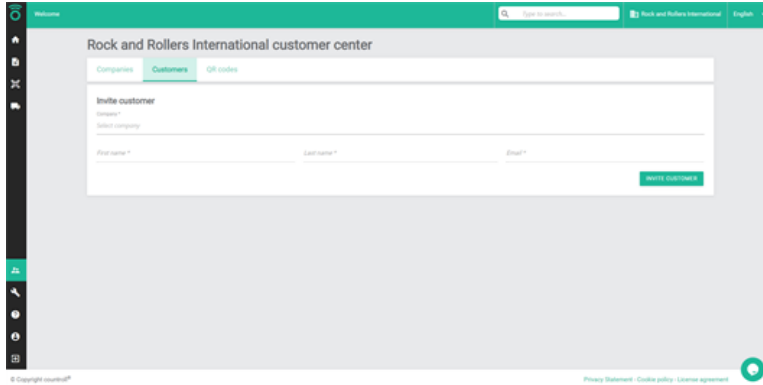


The screenshot shows the 'Rock and Rollers International customer center' interface. The main heading is 'Companies'. Below it, there are tabs for 'Companies', 'Customers', and 'QR codes'. The 'Companies' tab is active, showing a form titled 'Company site details'. The form has the following fields: 'Company name 1 *', 'Company name 2', 'Address line 1 *', 'Address line 2', 'Phone code *', 'City *', 'Phone', and 'Sales in country'. A green 'CREATE COMPANY' button is located at the bottom right of the form. Below the form, there is a table with columns for 'Name' and 'City'. The table is currently empty. At the bottom of the page, there is a footer with '© Copyright 2020' and 'Privacy Statement | Cookie policy | License agreement'.

1. Enter the client's company name.
2. Enter the address details.
3. Click the **Create company** button.

On the **Customers** page, you can:

- Invite employees of your clients to the web portal.
- View existing employees in the system for each client.



1. Select the client's company name from the drop-down menu.
After you selected the customer, you also get a list of employees that have already been added.
2. Enter the first name, last name and email of the new user.
3. Click the **Invite customer** button.




There is no limit on inviting employees on the countroll® web portal, but you can only invite employees for the companies that you have added as clients.

On the **QR codes** page, you can view and filter a list of all registered codes.

Reception page

The **Reception** page is for manufacturers only.




Click on the  icon to access the **Reception** page.

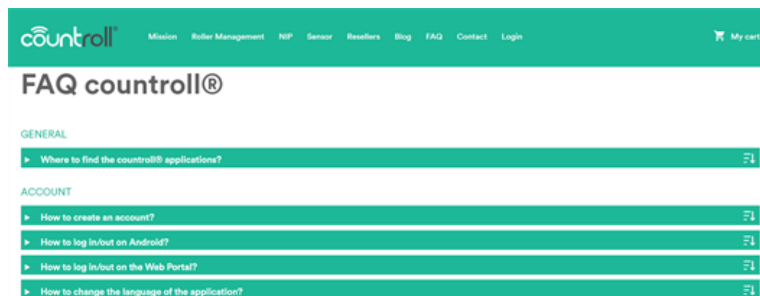
On the **Reception** page, the manufacturer has an overview of all assets that have been received and the packaging in which they arrived, because the packaging is linked to the assets that were inside it.

When the repairs on the asset are finished, they can be easily shipped back using the same packaging they arrived in by using the **Reception** page.

FAQ page

We have tried to answer most Frequently Asked Questions via an FAQ section on the countroll® website (<https://www.countroll.com/FAQ>).


Both from the Login page and under the icon  of the FAQ page there is a link to that FAQ section.







countroll® Mission Roller Management NIP Sensor Resellers Blog FAQ Contact Login My cart

FAQ countroll®

GENERAL

- ▶ Where to find the countroll® applications? 

ACCOUNT

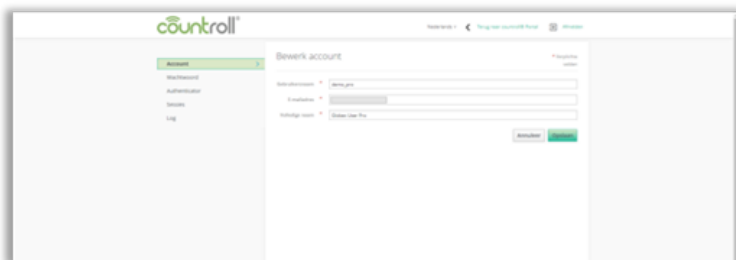
- ▶ How to create an account? 
- ▶ How to log in/out on Android? 
- ▶ How to log in/out on the Web Portal? 
- ▶ How to change the language of the application? 

Glossary

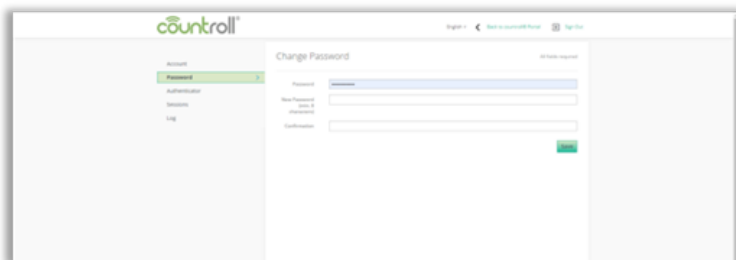
- **Roller Supplier** and **Roller Manufacturer** are synonyms in this manual
- **End-customer:** customer of a roller supplier
- **Roller core:** the metal core
- **Roller cover:** the material applied on the core (e.g. rubber, PU, etc.)

Profile page

On the **Profile** page you can manage the details of your account and change your password.



The screenshot shows the 'Bewerk account' page in the Countroll system. The left sidebar contains a menu with 'Account' selected, and sub-items: 'Wachtwoord', 'Authenticatie', 'Sessies', and 'Log'. The main content area has the title 'Bewerk account' and a 'Profiel wijzigen' button. Below the title are three input fields: 'Wachwoord', 'E-mailadres', and 'Nieuw wachtwoord', each with a dropdown arrow. A 'Wachtwoord herhalen' field is also present. At the bottom right, there are 'Annuleren' and 'Opslaan' buttons.



The screenshot shows the 'Change Password' page in the Countroll system. The left sidebar contains a menu with 'Account' selected, and sub-items: 'Wachtwoord', 'Authenticatie', 'Sessies', and 'Log'. The main content area has the title 'Change Password' and a 'Wachtwoord wijzigen' button. Below the title are four input fields: 'Wachtwoord', 'Nieuw wachtwoord', 'Nieuw wachtwoord herhalen', and 'Confirmatie'. A green 'Opslaan' button is located at the bottom right.

Support

If you have any questions or concerns, please get in contact with our customer care staff.



info@countroll.com